



ELITE CONVEYANCING

EXCELLENTIAM IN MINISTERIUM PARTUS

Client Complaints Procedure

At Elite Conveyancing we take pride in providing excellence in the delivery of service for our clients. Whilst we always strive to provide only the highest standard of service, we recognise that from time to time things don't always go to plan.

This firm is committed to handling personal data fairly, lawfully and transparently. Individuals may raise concerns regarding the Firm's processing of personal data by contacting

Email: Hayley@elite-conveyancing.com

Post: Elite House, 60 Rodney Street, Liverpool, L1 9AD

The Firm will acknowledge receipt of a data protection complaint as soon as reasonably practicable and, in any event, within 30 days of receipt.

The Firm will keep complainants informed of progress where appropriate and where additional time is required to complete its investigation.

Where appropriate, the Firm may request further information to understand the nature of the complaint and conduct a proper investigation.

The Firm will consider the facts of the complaint, review relevant records and determine whether any action is required.

Where appropriate, the Firm will provide a written response setting out the outcome of its investigation.

If you remain dissatisfied following the Firm's response, you may raise your concerns with the Information Commissioner's Office (ICO).

Further information is available at www.ico.org.uk

This Complaints Procedure gives you all the information you need if you do not feel satisfied with the service that you receive from us for you to get in touch and let us know so that we can put things right.

How do I raise a service complaint?

If you do not feel satisfied with our service and feel that the matter can be resolved informally, you may wish to discuss this with your Lawyer directly or you can ask to speak to their Authorised Supervisor.

If you would prefer to raise a formal complaint you can do so by multiple methods;

- Telephoning our Head Office 0204 519 0676
- By post to our Head Office address Elite Conveyancing, 5 Mill Yard, Childerley Estates, Dry Drayton, Cambridge, CB23 8BA or;

- Email to our Associate Director, Poppy Parmenter poppy@Elite-conveyancing.com We will acknowledge your complaint within 7 days and respond in full within 28 days.

Should you not feel satisfied with our response to your complaint then this may be escalated as a Stage 2 Complaint to our Head of Legal Practice, Hayley Hellon on hayley@elite-conveyancing.com. We will acknowledge this within a further 7 days and respond in full within a further 28 days of your Stage 2 complaint.

What happens if I don't agree with your views on the complaint?

If we are unable to resolve the complaint with you then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates problems about poor service from lawyers.

Before accepting a complaint for investigation the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If after receiving our response to your Stage 2 complaint, or if we have not resolved your complaint 28 days of the date of the stage 2 complaint then you may take your complaint to the Legal Ombudsman. Complaints to the Legal Ombudsman must be made:

- Within six months of receiving our final response to your complaint and
- No more than one year from the date of the act of omission being complained about or;
- No more than one year from the date when you should have realised that there was cause for complaint and'

If you would like more information about the Legal Ombudsman or would like to escalate a complaint with them, please contact them using the contact details below:

Visit www.legalombudsman.org.uk or call 0300 555 0333 between 9am to 5pm.

Email enquiries@legalombudsman.org.uk

Legal Ombudsman, P O Box 6167, Slough, SL1 0EH

Other Alternative Dispute Resolution entities exist and are also available to deal with disputes in the legal services sector – eg. Ombudsman Services, ProMediate.